

Super User Conference Call
Minutes for Call on 8/28/2017

1. Take Roll Call
2. Trainings
 - a. Helena training was August 22nd and 23rd. 16 people attended
 - b. Great Falls training will be August 29th and 30th. It is full and we have 20 people signed up.
3. Updates
 - a. Highlights: We are getting positive feedback from participants stating they like the options and how easy it is. We are getting positive feedback from the local agencies, "This is the easiest transition they have ever been apart of."
 - b. Issues
 - i. UPCs continue to be an issue. We are trying to collect them all but we will most likely miss some. Let participants know that it may take several days before changes are seen in the stores do the processes.
4. Review of food list
 - a. New items:
 - i. Baby foods: Vegetables, fruits, cereal, and meats are issued in total ounces now.
 - ii. Legume Choice: participants pick what they want in the store (PB, canned beans, dried beans)
 - iii. Milk Choice: Participants will choose in the store what they want as long as it follow the appropriate fat level for their category. Soy milk and 2% milks will need to be assigned in clinic due to additional assessment requirements.
 - iv. Whole grain choice: issued in total ounces now
 - v. Formula- Alimentum: Powder Alimentum requires "eWIC only" due to set up issues on our side.
 - b. The standard food package will be updated on September 14th to include all the eWIC items. If there are any prepopulated food packages (i.e. infant food packages for all the different ages), those will need to be updated with the new items.
5. L3 Cert
 - a. These are going on now. We have about 10 people going around the next few weeks certifying the stores. We have certified about 1/3 of stores. The process is making appointments with stores, POS, and us. This process is very hard and we are working through it.
 - b. Kevin may reach out to agency staff to help with follow up if a store does not pass the first time through.

6. Trouble Shooting participants
 - a. There is required information that needs to be collected before any trouble shooting can happen.
 - b. First participants should go to you at the clinics. If clinic staff cannot see the issue, then contact the state. See attached UPC research information. If you have questions regarding this form, please contact Lacy.
7. How to submit UPC's
 - a. Online form- See power point for picture of form
 - b. WIC Shopper-See power point for pictures of app
8. Questions
 - a. I'm wondering if there will be a way to tell as items are being scanned through at the till if they are coming off of the WIC card (like a "W" or something next to the item) or if will need to be paid for separately.
 - i. Each system is different. Most systems will have some kind of indication. When participants go up they will scan the eWIC card and get a current balance, once the items are scanned, the store will ask participant to verify that food items, when it is finalized, the participant will get an ending receipt.
9. Last call will be September 25th at 9AM.

I am so sorry for the problems with the call. If you have questions, please reach out to myself or Kevin.
Thanks!